



# PET INFORMATION PACKET

RAF Lakenheath, RAF Mildenhall RAF Feltwell

Animal Welfare Officer

Yve Chadwick

DSN: 226-5796

Commercial 01638-525796

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# WELCOME

Hi! My name is Yvonne (Yve) Chadwick, your Animal Welfare Officer. I support RAF Lakenheath, RAF Mildenhall, and RAF Feltwell with regards to any general questions, concerns, or issues related to pet ownership in the U.K.

I bring a wealth of knowledge and 20 years experience regarding pets to our communities. I provide education and resources for anyone who owns a pet. In addition, I can advise you on any concerns involving pet ownership as well as installation and U.K. laws.

Services provided will include pet accountability (registering and de-registering), in and out processing procedures for pets, educational training and much more.

If you are unsure of anything in regards to pets, please do not hesitate to contact me.

I am located @ RAF Lakenheath, Building 977, Liberty Wing, Room G55.

Welcome to the U.K.

*Yve Chadwick*

DSN 226-5796

Commercial 01638-525796

[Yvonne.chadwick@lakenheath.af.mil](mailto:Yvonne.chadwick@lakenheath.af.mil)



## Other Pet Resources:

### **U.S. Army Veterinary Clinic**

Bldg. 80, RAF Feltwell

DSN: 226-7097

Commercial: 01638-527097

Monday thru Friday 0830-1630 (Closed during lunch 1200-1300)

### **Department for Environment, Food, and Rural Affairs (DEFRA)**

<http://www.defra.gov.uk/animalh/quarantine/regulation/eu.reg.htm>

Pets Helpline: 087 0 241 1710

Monday – Friday 0830 – 1700 UK Time

Email: [Pets.helpline@defra.gsi.gov.uk](mailto:Pets.helpline@defra.gsi.gov.uk)

Fax: 01245 3 511 622

# Bringing Pets into the UK

Pets are an important part of your family. Bringing a pet into the UK can be a daunting task, but far from impossible. Pets can now enter the UK from select countries after they have been processed through the Pet Travel Scheme (PETS). In order to successfully transit your pet into the UK you must READ, UNDERSTAND and FOLLOW the RULES of the Department for Environment, Food and Rural Affairs (DEFRA). Their rules must be followed in sequence to be approved for the PETS scheme. You will find everything you need to begin the process at <http://www.defra.gov.uk>. The microchip must be in place before the rabies vaccination can be eligible for the PETS Regulations. Any vaccines given before the qualifying microchip will not count toward PETS. If there is a complication with the paperwork, your pet will be required to enter quarantine until it is resolved. \*Costs will be incurred by the owner if this occurs.\*

To check you've prepared your pets correctly, you may reach the PETS Helpline, M-F 0830-1700 UK time, from outside the UK at 0044 207 238 6951 or from inside the UK at 0870 241 1710. Select option 1. Alternatively, you may email [pets.helpline@defra.gsi.gov.uk](mailto:pets.helpline@defra.gsi.gov.uk) or fax: 0044-1245-351-162 or 01245-351-162.

## Arriving in the UK

Once PETS preparation is **completed correctly** you may bring your pet directly from the airport with you or use a pet transport service if you choose. There are **limited** pet-friendly spaces available in TLF, call to arrange a booking as soon as you have arranged your travel plans.

In order to keep your pet in TLF you need a copy of the pet's shot/vaccination record and your pet must be on a flea and tick treatment while in the TLF. There is an extra charge of \$10 per night (non-refundable) and a limit of two pets per TLF. Be sure to tell your sponsor you need a pet-friendly TLF. Be prepared to kennel your pet if there is no pet-friendly TLF available. Call RAF Lakenheath: 0044-1638-526-700 from outside the UK or 01638-526-700 from the UK. RAF Mildenhall: 0044-1638-546-001, from outside the UK or 01638-546-001 from the UK.



## ***GUIDELINES FOR BRINGING YOUR PET INTO THE UK***

This is only a guide. Please refer and act on the laws and regulations at <http://www.defra.gov.uk>.

### **Importation**

To prepare a dog or cat to enter the UK from America there are specific procedures that will be required. Pet owners arriving to the United Kingdom from an authorized country- US, Canada, Germany, Belgium, Norway, Italy and most European Union member countries-can avoid the 6 month quarantine. PETS is very specific, a summary of the rules follows.

### **Banned Breeds**

The British government has placed a ban on the importation of certain breeds of dogs bred for fighting. The ban covers Pit Bull Terriers, Japanese Tosas, Dogo Argentinos, Fila Brazileros, and any other type of dog which appears to have been bred for fighting. Contact DEFRA if you think this may possibly affect your pet. \*\*If you are bringing a Staffordshire Bull Terrier into the UK, be sure to have the vet specify the breed on the certificate, as Staffies can be mistaken for Pit Bulls.\*\*If you have a pet other than a dog or cat that you wish to bring to the UK , you will need to determine what the requirements are by contacting DEFRA directly. Most canaries, parakeets, and cockatiels can be imported, although some types of birds can't. Two birds per person can usually be imported. You will need to request an import license. Write to the Department for Environment, Food and Rural Affairs (DEFRA), but mark it for the "Import of Birds Section." Birds must be in quarantine 35 days after arrival, but this can usually be in your home with visits by a vet. An inspection by a vet is necessary before it departs the US A.

### **Pet Travel and Quarantine**

In order to enter the UK and avoid quarantine your pet must, **IN THIS ORDER**, be micro chipped, vaccinated against rabies, and blood tested by an **APPROVED LABORATORY**. Your pet **CANNOT** enter the UK until 6 calendar months have passed from the date that a vet took the blood sample which gave a satisfactory test result. The date the blood sample was taken is shown in Section V of the passport or certificate which the vet must complete.

#### **STEP 1 - The microchip**

Your pet must be fitted with a microchip. We recommend that it meets ISO Standard 11784 or Annex A to ISO Standard 11785. If the microchip does not meet one of these Standards you **MUST** provide a reader that can read the chip number at the time of the inspection. Check that the microchip number can be scanned and read before and after it has been implanted.

#### **STEP 2 - The rabies vaccination**

Pets being prepared to enter the UK must be at least 3 months old before being vaccinated against rabies. They must be vaccinated after a microchip has been fitted. If your pet was vaccinated before the microchip was fitted, it will have to be vaccinated again. This is to make sure that it is correctly identified when vaccinated. Make sure that the vet accurately records the following details on the vaccination record.

1. The pet's birth/age
2. The microchip number, date of insertion and its location in the animal
3. The date of vaccination
4. The vaccine manufacturer, product name and batch number
5. The date by which the booster vaccination must be given

After your pet has been vaccinated and blood tested with a satisfactory result, it will need booster vaccinations. These **MUST** be given by the "Valid Until" date. If the booster is missed you will have to have the blood tested again and start the six months all over again from the time the serum is drawn.

### **STEP 3 - The blood test**

After being vaccinated, your pet must have a blood test to make sure that the vaccine has worked. Your vet will tell you the best time for the blood test to be done and will take a blood sample to be analyzed at an approved laboratory. Your pet requires only one satisfactory blood test result. Make sure your vet gives you a certified copy of the result, accurately showing the microchip number, the date that the blood sample was taken, and the test results. Keep this document safe.

If your pet fails the blood test it must be tested again. Your vet will advise if it needs to be revaccinated. The six months will apply from the blood drawn date of an acceptable test result.

### **STEP 4 – Documentation**

After your pet has passed its blood test you must get an official pet passport or an **EU embossed USDA veterinary stamped certificate**. This will show that your pet has been micro chipped, vaccinated against rabies and has had a satisfactory blood test. To enter the UK the passport or certificate must also show a current treatment for ticks and tapeworms. Each state has a USDA vet. This stamp may be done no less than 4 months prior to arriving in the UK.

In addition to the certificate, when you travel you must have with you your pet's original vaccination record and blood test result which show the microchip number.

### **STEP 5 - Treatment against ticks and tapeworms**

Before your pet can enter the UK it must be treated against ticks and tapeworms. **You cannot do this yourself.** Your pet **must be treated by a vet** between 24 and 48 hours before being checked-in with an approved airline, ferry, train or ship company to travel into the UK. The product used for tick treatment must be licensed for use against ticks and have a marketing authorization in the country of use. **The product used for tapeworm must contain praziquantel e.g. Drontal for worms and Frontline for flea and tick.** Flea/tick collars are not acceptable. Make sure the vet reads your pet's microchip before treatment and the treatment is recorded by your vet in Section VI and VII of the pet passport or official veterinary certificate. The date and time of the treatment (using the 24 hour clock) the name of the product used and its manufacturer must be shown. The vet must stamp and sign the passport and sign, date and stamp the certificate. Make sure all these details are correctly recorded **BEFORE** you leave the vet.

When your pet arrives in the UK by air it will have its microchip and official documentation checked on arrival by staff at the Animal Reception Centre. Your pet may be subjected to a further official check by DEFRA after it is checked by the transport company. If your pet fails the check, it will have to go into quarantine or be re-exported. If your pet fails because of the tick and tapeworm treatment it must be treated again and held for 24 hours after the treatment. It is advisable to have a quarantine kennel ready to take your pet as it is very expensive to leave your pet in quarantine at the kennels at Heathrow/Gatwick.

### **Early Release from Quarantine**

Any pet entering the UK which does not meet all the Pet Scheme rules must be licensed into a quarantine kennel. It may be released from the date it can be shown that it complies with the rules. To license your pet into quarantine, you must get an import license from DEFRA before it travels to the UK. The license must accompany your pet when it travels. You must meet the costs of quarantine.

### **Quarantine Kennels**

It is strongly recommended that you have a contact for quarantine kennels in case your pet has any problems. Quarantine kennels are not the same as boarding kennels, so ensure that you are contacting a quarantine kennel (specific for your pet's species). These kennels will also assist you if you have any questions or queries. The price of the quarantine will depend upon how long you have to keep your pet in. Make sure that you ask about all charges, to include the tick and tapeworm treatment, transportation (specifically licensed quarantine vehicle) from the airport, any vet fees etc.

### **Licensing**

Once your pet is cleared to be in the UK, there is generally no licensing required; however, all military pet owners assigned to RA F Lakenheath, RAF Mildenhall, RAF Menwith Hill or RAF Feltwell are required to register their pets at the RAF Feltwell Veterinary Clinic. You will need one copy of orders, one copy of your animal's vaccination records and medical records and one completed DD form 2343.

You may access this information at [WWW.48SVS.com](http://WWW.48SVS.com), click on 'special services' tab and follow directions for registration listed under the veterinary clinics page. If you live on base at Menwith Hill you will also need to register your pet with the front gate.

**Please Remember — You must read, understand, and follow DEFRA regulations in sequence to successfully transit your pet into the UK**



## **Useful Contact Information**

### **QUARANTINE**

**London & Essex International Quarantine**

Shipping & Quarantine

Tel: 01992 522183/523499

Fax: 01992 522705

Web Site: [www.londonandessex.demon.co.uk](http://www.londonandessex.demon.co.uk)

45 minutes from base

### **Little Acre Quarantine Kennels**

POC: Liz Riding

Tel: 01733 840291

Fax: 01733 840348

Web Site: [Lizriding@btconnect.com](mailto:Lizriding@btconnect.com)

1 hour from base

### **4 in Hand Quarantine Kennel**

A6 Sharnbrook

Bedford

Bedfordshire

Tel: 01234 721431

1hour from base

### **Animal Import/Export Services**

**Mr. David Newton**

Pine Farm Wilde Street

Beck Row, Suffolk

01842 860432 or [davidnewton@animalair.co.uk](mailto:davidnewton@animalair.co.uk)

**Department for Environment, Food,  
and Rural Affairs (DEFRA)**

<http://www.defra.gov.uk/animalh/quarantine/regulation/eu.reg.htm>

**Pets Helpline: 0870 241 1710**

**Monday – Friday 0830 – 1700 UK Time**

**Email: [Pets.helpline@defra.gsi.gov.uk](mailto:Pets.helpline@defra.gsi.gov.uk)**

**Fax: 01245 351162**

## Pet Registration on Base

Base regulations require you to register your pet within two weeks of arriving on base. To register your pet, you need:

1. 1 Copy (for each pet) of a DD2343 with the service member or responsible civilian employee's personal and pet information filled out.
2. DD Form 2343 can be picked up at the cline and Airman and Family Readiness Centres. You can also download the form at <http://www.48svs.com>
3. 1 Copy of orders assigning the individual to the UK.
4. 1 Photocopy of your ID card (front only).
5. 1 Copy of the animal's vaccination record/medical record if the animal has an ongoing condition, i.e. Hyperthyroidism, Seizures....
6. The Registration packet may be **mailed to:**

RAF Feltwell Veterinary Clinic

Unit 5095 Box 280

APO, AE 09461-5280

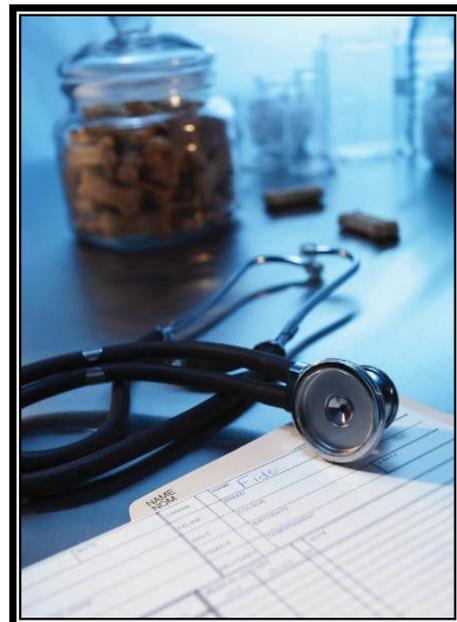
**Or Emailed to:**

[Vet.clinic@lakenheath.af.mil](mailto:Vet.clinic@lakenheath.af.mil)

**Or Faxed to:**

DSN 226-7378

01638 52 7378



7. The Registration packet **MUST** be turned in **BEFORE** making an appointment.

Once we receive the packet, it will take 5-10 business days to be entered into the system.



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS 100TH AIR REFUELING WING (USAFE)

21 OCT 2005

MEMORANDUM FOR 48 FW, TEAM MILDENHALL AND 501 CSW PERSONNEL

FROM: 48 FW/CC, 100 ARW/CC and 501 CSW/CC

SUBJECT: Joint 48 FW, 100 ARW and 501 CSW Pet Registration Policy

1. Pet ownership can be a rewarding experience for both owner and pet. However, it is also a great responsibility and a long-term commitment that must be taken seriously. As an aid in responsible pet ownership, we are implementing Mildenhall Instruction 48-131, Pet Registration for all United States Air Force installations in the United Kingdom.
2. This policy applies to all U.S. personnel assigned to the 48th Fighter Wing, 100th Air Refueling Wing, 501st Combat Support Wing and all partner units and dependents.
  - a. It is the responsibility of commanders and supervisors at all levels to ensure compliance with the published instruction in order to prevent injury and death of pets and to control stray or abandoned pets that pose a threat to public health.
  - b. Those who violate the prohibitions and requirements of this instruction will face appropriate action under the Uniform Code of Military Justice or other lawful authority.
3. Responsible pet ownership is essential to ensure a positive tour of duty and to facilitate continuing positive relations with our host nation. We appreciate your involvement in enforcing this policy.

Handwritten signature of Robert P. Steel in black ink.

ROBERT P. STEEL, Brig Gen, USAF  
Commander, 48th Fighter Wing

Handwritten signature of Michael S. Stough in black ink.

MICHAEL S. STOUGH, Colonel, USAF  
Commander, 100th Air Refueling Wing

Handwritten signature of Blake F. Lindner in black ink.

BLAKE F. LINDNER, Colonel, USAF  
Commander, 501st Combat Support Wing

**VETERINARY HEALTH RECORD**

**PRIVACY ACT STATEMENT**

**AUTHORITY:** Title 10, United States Code, Sections 3013, 5013, and 8013.  
**PRINCIPAL PURPOSE(S):** To ensure that all veterinary care, treatment, immunizations, etc., provided to animals of authorized owners are recorded.  
**ROUTINE USE(S):** Used to maintain health records of animals and to locate animal owners for follow-up notification of care or treatment received.  
**DISCLOSURE:** Providing personal information is voluntary. If information is not provided, the animal will not be provided veterinary care.

**1. SPONSOR DATA**

a. NAME (LAST, FIRST, MIDDLE INITIAL)		b. GRADE OR RANK	c. SSN
d. SPOUSES NAME		e. HOME TELEPHONE NUMBER	
f. HOUSE ADDRESS		g. PSC ADDRESS	
h. EMAIL (HOME AND/OR WORK)		i. CELL PHONE NUMBER	
j. DUTY STATUS (X ONE) ACTIVE <input type="checkbox"/> RETIRED <input type="checkbox"/>		k. RESIDENCE (X ONE) BASE HOUSING <input type="checkbox"/> OFF BASE <input type="checkbox"/>	
m. ORGANIZATION		l. DUTY PHONE (DSN)	
		n. DEROS:	

**2. ANIMAL DATA**

a. NAME	b. SPECIES (CIRCLE ONE) CANINE/ FELINE/ RABBIT	c. MICROCHIP NUMBER	d. BIRTHDATE (mm/dd/yr)
e. BREED	f. COLOR	g. SEX (CIRCLE ALL THAT APPLY) FEMALE /MALE SPAYED/NEUTERED	

**h. IMMUNIZATION DATA**

DATE OF IMMUNIZATION (1)	VACCINE TYPE & MANUFACTURER (2)	DATE OF IMMUNIZATION (1)	VACCINE TYPE AND MANUFACTURER (2)

**3. LABORATORY PROCEDURES**

DATE OF PROCEDURES a.	LABORATORY TEST - DIAGNOSIS - REMARKS b.

**4. MASTER PROBLEM LIST**

DATE FIRST DIAGNOSED a.	PROBLEM NUMBER b.	REMARKS c.

Equivalent DD2343

## **AFTER HOURS PET EMERGENCIES**

Emergency Treatment is not handled at the base clinic due to the limited facilities and personnel. If you have an emergency, you should contact your local British veterinary surgeon. A list of local veterinary surgeons providing emergency services follows. It is a list pulled from the yellow pages at random. This list is not an endorsement, nor does it contain all veterinary surgeons available.

### Oakbeck

Oak Beck Way, Skipton Rd,  
Harrogate,  
HG1 3HU  
Tel: 01423 561414

Email - [info@vethospital.co.uk](mailto:info@vethospital.co.uk)

### Wagtails

102 Kings Road  
Harrogate,  
HG1 5HH  
Tel : 01423 569524

Email- [enquiries@wagtailsvets.co.uk](mailto:enquiries@wagtailsvets.co.uk)

### Forest House Veterinary Surgery

29 York Place,  
Knaresborough,  
HG5 0AD  
Tel: 01423 862121

### Shamrock Veterinary Clinic

43 Knaresborough Rd  
Harrogate,  
HG2 7SR,  
Tel: 01423 884074

## UK PET LAWS

Pet laws in the UK differ from the US. The Pet Welfare Act which makes the owner of a pet legally responsible for care of your pet to consist of; (a) proper diet and fresh water, (b) suitable shelter for your pet (e.g. dog house, etc), (c) any need to be housed with or apart from other animals, (d) the ability to express normal behaviour, (e) protection from and treatment of any injury or illness. This is not outside of care a normal caring pet owner would provide generally.

**You are required to have a tag with contact information on your pet.** UK leash laws require your dog be on a leash at all times while out of your garden (yard). If your pet is picked up by the council without contact information, you could be fined up to £100.

It is illegal to dock your pet's ears or tail. De-clawing a cat is considered mutilation. No vets will perform the surgeries in the UK.

If you go away on vacation, you are responsible to either leave your pet with someone or make sure someone stays in your home to care for your pet. If you can not find someone to do this, there is a list of kennels on page 3 of this packet.

## UK PET INSURANCE

There are a number of companies in the UK offering pet insurance. The insurance will pay RAF Feltwell Veterinary Clinic for portions of the high medical bills should your pet become ill. The owner must be reimbursed by the pet insurance company after paying for services at the RAF Feltwell Veterinary Clinic. You can find information on several companies, such as PetPlan, Tesco, and Direct Line, offering pet insurance online or through your UK vet office. Be sure to read the small print and double-check the monthly premium.

## WHAT IF MY PET GETS LOST

### **On-base housing:**

1. Call the gate and let them know
2. Let your neighbours know

### **Off-base housing:**

1. Call your local council, ask for environmental office
2. Call the Police
3. Call the Animal Welfare Office
4. Call the Veterinarian Offices near your neighbourhood
5. Let your neighbours know

### **What to do when leaving your pet behind while on vacation or TDY**



- If boarding your pet, visit the facility to check that it is suitable and ask any of the questions you may have.
- If the facility is suitable, book early as the spaces may become full, especially over the holiday season.
- If you have having a friend come over to stay or your pet is staying at their home, have your pet interact with them on a few occasion before you leave to make sure that they would be settled.
- Make sure that your pet's vaccinations are up to date. Boarding kennels will not take your pets if their shots are up to date.
- If your pet is on medication leave their clear instructions and ample supplies.
- Boarding kennels do offer their own food, but if you wish you will can take their regular food. Be sure to discuss your pet's specific feeding instructions with kennel staff or a pet sitter.
- Make sure your pet is wearing an identification tag with information of where they are staying.
- Leave your pet's vet emergency numbers.
- Leave a letter of authority to your pet sitter should they need to take them to the vet in an emergency.
- Leave contact information where you can be reached.



# PET INPROCESSING CHECK LIST



Bringing my pet into the UK, I have:

- READ AND UNDERSTAND THE DEFRA PETS PROCESS
- My pet has been micro chipped
- I have a microchip reader (only if your microchip is not ISO Standard)
- The microchip can be read
- My pet has had the rabies vaccination in accordance with PETS rules after my pet was fitted with a microchip
- The microchip number was entered correctly by the vet on the vaccination record and a third country official veterinary certificate
- The blood sample was taken from my pet after the microchip and vaccination and I have a record from the vet with the correct microchip number
- The blood test was satisfactory from an EU-approved laboratory
- I have a certified copy of the blood test result including the correct microchip number and date the sample was taken
- My vet has correctly filled in all the details in sections I-V of the official third country veterinary certificate.

## The certificate has been endorsed by a USDA vet or the USDA office

- The third country certificate will be valid for entry on the date of arrival (at least 6 calendar months from the date the blood test was taken that resulted in a satisfactory test)
- I have completed/confirmed my pets travel itinerary on **an approved airline, ferry, train and ship route into the UK**
- When travelling, I have a copy of the pet's vaccination record and blood test result, both showing the correct microchip number. My vet has correctly filled in the third country certificate. (Endorsed by USDA VET or USDA office)

- If I am bringing a cat from Australia, I will have the Hendra virus certificate with me upon travel
- My pet has been treated for ticks and tapeworms by a vet no less than 24 hours and no more than 48 hours before it will be checked in to an approved airline and route into the UK
- The vet has correctly filled out sections VI and VII of the official certificate
- If my pet is going into quarantine, I have obtained an import license before travelling

### After Arriving at Base:

- I have arranged for a pet friendly TLF—or made kennelling arrangements for my/my pet's arrival
- I have obtained tags with contact information as soon as possible
- I have updated my pet's microchip details with the company to my new contact details in the UK
- I have registered my pets with the Vet Clinic at RAF Feltwell within two weeks of my arrival

### I have:

- 1 copy (per pet) of a DD2343 filled out, download from <http://www.48svs.com>
- 1 copy of orders to the UK
- 1 photocopy of your id
- 1 copy of each pets vaccine record and medical record if your pet has an ongoing condition

